

Chapter 7: W2K User Support at Fermilab

This chapter discusses W2K user support. You will find information on who to call for support, the types of support and services that the Computing Division's Technical and Office Computing group (CD/CSS/TOC) can provide, and how to contact the Computing Division's Help Desk.

7.1 General Windows Support Information

Windows desktop support is generally provided either locally within your organization (experiment, division, department or group), or by the Computing Division's Technical and Office Computing group (TOC)¹. Any organizational entity at Fermilab is eligible to negotiate a level of support with the TOC group. For organizations at Fermilab that have already established internal support services, an agreement can be made in which the TOC group assists and/or backs up the support services already in place. The support level from TOC for any particular customer group is based on an MOU (Memorandum Of Understanding) with that group.

7.2 Who Do You Contact for Support?

Find out from your group's OU (Organizational Unit) administrator what the established support services are for your group, or ask the helpdesk (see below). The list of OUs and their managers and administrators is found at <http://www-win2k.fnal.gov/pub/Docs/wg-members.asp>.

Help Desk

The Computing Division Help Desk is available to answer questions related to the supported computer systems and software on site. Keep in mind that its first priority is to maintain central systems and networks, and to ensure that

1. The TOC group is under the Core Support Services department in CD.

Fermilab-supported software is available and usable. Therefore, depending on its current workload, the Help Desk may not be able to immediately attend to a request which impacts only one individual.

The Help Desk can help you to identify your local OU administrator. The people there can also help you with a problem directly.

The Help Desk is in service Monday through Friday, 9:00 a.m. to 5:00 p.m. You are encouraged to use the web interface or email for all communications that are not urgent.

Web Page	From the Computing Division home page select Help Desk , or go directly to http://csdserver1.fnal.gov/HelpDesk/cd/ .
Email	During business hours and off-hours (non-urgent): helpdesk@fnal.gov Urgent off-hours requests only: operator@fnal.gov
Phone Number	630-840-2345 During off-hours, you can leave a phone message, or "escape" to Data Center Services (Operations) for requests requiring immediate attention.
Location	Wilson Hall, 8th floor, northeast corner

7.3 Machines Configured for W2K/Linux

The Computing Division does not support dual-boot machines. If your PC is configured for dual W2K/Linux boot, or if you use VMWare™ with Linux installed, support for the Linux side is provided according to current support arrangements for UNIX systems. See *Computing Division UNIX Environment Standards*, document number DR0009 available on-line at <http://www.fnal.gov/docs/Recommendations/dr0009.html>. Also see the *Fermi Linux* page at <http://www-oss.fnal.gov/projects/fermilinux/> for a variety of information on Linux.